

## **GENERAL SERVICES (GS) ASSISTANT**

### **13. BASIC FUNCTION OF POSITION**

Incumbent serves as the sole General Services Office (GSO) Assistant for the U.S. Consulate General in Auckland, consisting of U.S Foreign Service Officers (FSO) and Locally Engaged Staff (LE staff). Incumbent shares some administrative duties. Responsibilities include identification and maintenance of six residential properties (including the Consulate General Residence) and the Auckland Chancery; prompt processing of all bills due; processing of FSO arrivals and departures; procurement responsibilities, and various administrative duties. Incumbent also serves as the Consul General (CG) Secretary's back-up on a number of office functions, and performs other duties as assigned.

Incumbent works under the direct supervision of the Management Officer (MO) and in the MO's absence, the Consul General.

### **14. MAJOR DUTIES AND RESPONSIBILITIES**

#### **A. HOUSING & MAINTENANCE**

**50% of time**

- Completes office and residential general service work orders in a timely fashion and provides status updates of work orders to requestor and supervisor.
- Sources contractors to perform maintenance at the Auckland Chancery and residences, ensuring three quotes are sought where applicable before contractor is chosen to perform the work; collates information and prepares the purchase order.
- Escorts contractors to residences and Chancery for work price quotes, project planning, and supervision of work and review of performance.
- Locates residential housing for FSOs that fulfills space and other requirements. Upon lease terminations, ensures that residences are returned to their original condition as per lease requirements.
- Liaises with landlords and the MO on routine maintenance for leased official residential properties and the Auckland Chancery.
- Liaises with Embassy Wellington on all contract shipping/packing/storage for Auckland. Assists the Embassy GSO Shipping Assistant as required.
- Ensures official residences contain GSO welcome kits upon the arrival and departure of FSOs and maintains and updates these kits as required.
- Ensures that the official residence "make ready" processes are in place and performed before FSO arrival.

- Accompanies and assists visitors from the State Department or regional posts to the residences and/or Chancery. Provides official visitors with the set-up, supplies and materials they need. Follows up after visits to ensure Consulate is in compliance with GSO-related obligations.
- Liaises with Embassy Wellington on purchases needed for Consul General Residence. Assists Embassy Wellington in maintaining an inventory for CG residences and CG offices.
- Purchases preapproved items for the other leased residences as needed.
- Connects and disconnects power, gas, water, telephone and satellite television services to the residences.

## **B. ADMINISTRATIVE DUTIES**

**48% of time**

- Prepares and completes all processes for the procurement of goods and services for the Consulate and official residences.
- Receives all Consulate and residence bills and verifies that billing is correct. Obtains approval from MO and sends to Wellington Financial Management Office (FMO) for timely payment.
- Completes and submits the required purchasing and Purchase Visa Card paper work to Embassy Wellington.
- Liaises with the Wellington Supply Assistant in the receipt, warehousing, accountability and issuance of all household and office furniture and non-expendable supplies and equipment for Auckland.
- Updates Duty Officer Handbook as required.
- Updates Medical Handbook for new FSO arrivals with the assistance of American Citizens Service (ACS) section.
- Backs up the Consul General Secretary's on submission of the Consulate General's time and attendance record and Visitors List.
- Maintains all Consulate expendable supplies inventory; orders, receives, and issues expendable supplies.
- Backs up Chauffeur/Mail Clerk on mail processing.
- Acts as Contracting Officer's Representative for the management and administration of Consulate General contracts as assigned by the MO.

## C. TRAVEL

2% of time

- Supplies items requested by U.S Government delegations. Sets up at hotel sites and collects unused or other supplies at end of visit.
- Performs the collection of procured items from vendors as required.

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- Education:** Successful completion of a minimum of three years secondary school (High School) is required.
- Prior Work Experience:** At least one year of office experience, previous general administrative work experience that includes processing of bills, data entry, and customer service.
- Post Entry Training:** On-the-job training in office procedures, practices and regulations, virtual consultations with Administrative Offices (Admin, FMO and GSO) in Wellington and online training courses from FSI including Ethics for New Locally Employed Staff (PA453), Cyber Security Awareness Course (PS800), Contracting Officer Representative (PA178) and Purchase Card Program Coordinator Training (PA299).
- Language Proficiency:** Level 3 English ability is required (Good working knowledge - Spoken and written).
- Job Knowledge:** Basic administrative office procedures, basic computer word processing (Word, Excel etc) and administrative procedures for managing general service-type duties.
- Skills and Abilities:** Ability to speak and write clearly and unambiguously, including communicating precise technical specifications/needs to contractors and customers, ability to work under pressure, ability to make sound decisions in the absence of perfect information and/or supervisor's input, strong organizational skills, ability to prioritize and work on several projects jointly. Good keyboard skills, ability to use various PC software packages (Microsoft Office Applications). Position requires a current, full driver's license.

## **16. POSITION ELEMENTS**

- Supervision Received:** Position's immediate supervisor is the Management Officer. Supervision is general for routine requirements, seeking guidance only for complex assignments or that requiring closer American officer supervision.
- Supervision Exercised:** None
- Available Guidelines:** Foreign Affairs Manuals (FAM's); Department of State cables and guidelines, consultations as needed with DOS support personnel and various agency/post directives.

- d. Exercise of Judgment:** Must exercise mature judgment in execution of duties, exercising discretion, tact and diplomacy. Judgment is used in planning and setting work priorities.
- e. Authority to Make Commitments:** Upon approval and funding, may make arrangements with vendors. As the Consulate General's main credit card holder, complies with all USG purchase card requirements.
- f. Nature, Level and Purpose of Contacts:** Daily contact with Management Officer, Consul General and other Consulate General personnel. Frequent and extensive contact with Embassy Wellington and Washington (DOS) support personnel; chancery and residential landlords; host country contacts; local vendors and the general public.
- g. Time Required to Perform Full Range of Duties After Entry into the Position:** Twelve (12) months.